WisePay

App User Guide

Contents

Please ensure that you know your login information and organisation code before downloading the app.

You can find this information by navigating to your school's WisePay page. Just search 'your organisation name' followed by 'WisePay' on google or another search engine.
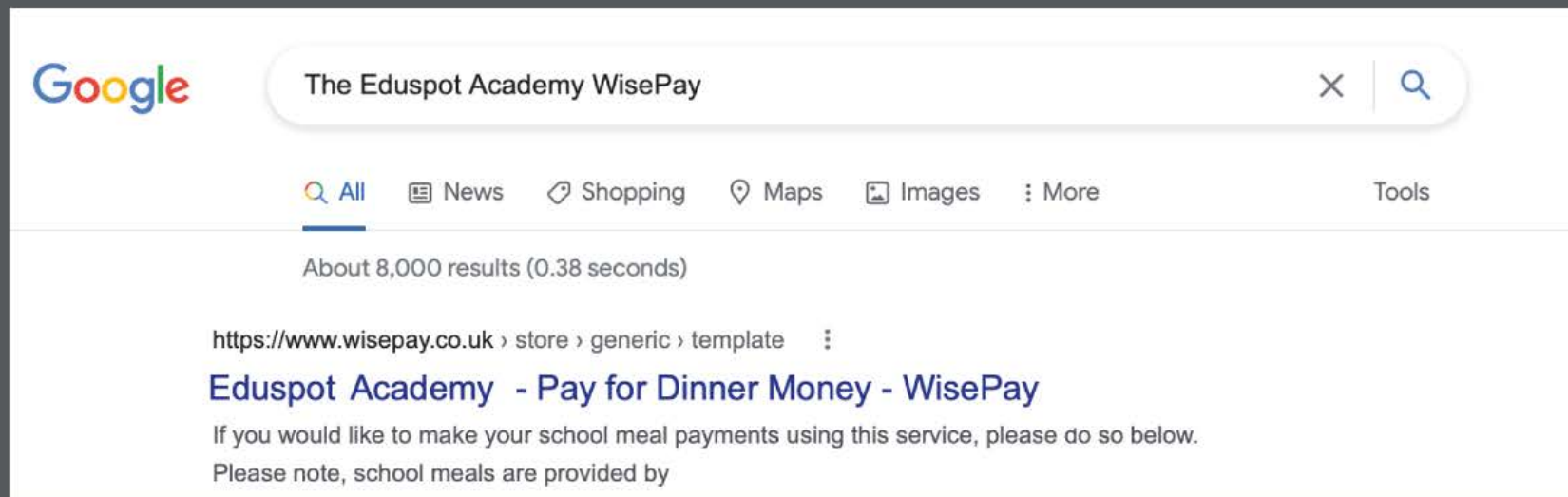
If you can't remember your login information, use the 'Forgotten Password' link on this page.

Please ensure that your organisation has your up-to-date information, including the correct email address.

Downloading the app

The WisePay App is available for both Android and Apple devices.
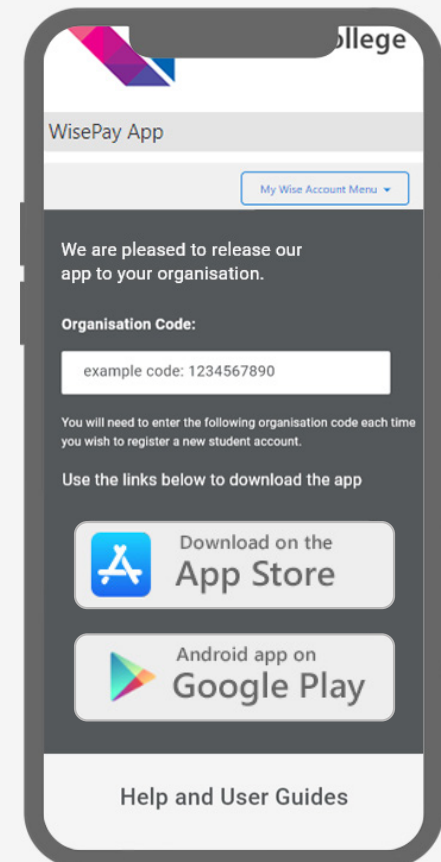
1. Click the WisePay App Graphic at the top of your organisation in the website version of WisePay.

2. You can download the WisePay app from your organisation's website, or directly from the App Store or Google Play Store.

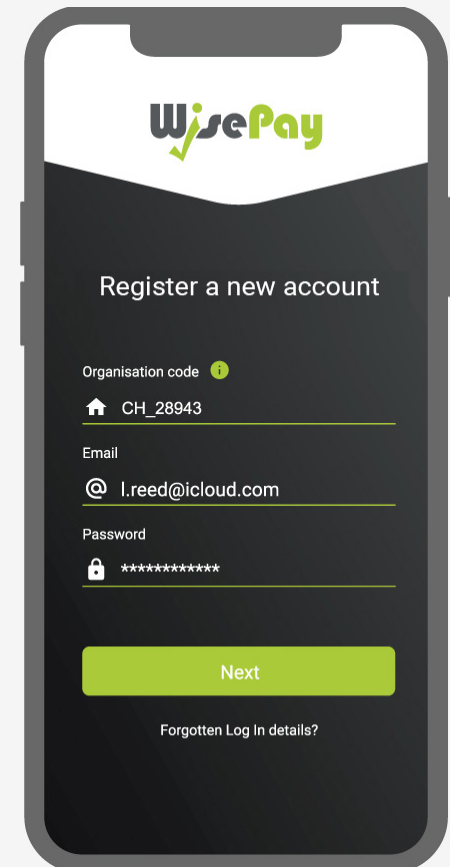Download The New WisePay App

View organisation code here

WisePay App

My Wise Account Menu ▾

We are pleased to release our app to your organisation.

Organisation Code:

example code: 1234567890

You will need to enter the following organisation code each time you wish to register a new student account.

Use the links below to download the app

Download on the App Store

Android app on Google Play

Help and User Guides

Register an account

1. From your organisation app screen, you will be given a unique organisation code.

2. Enter this code, together with your email and password that you use to sign into WisePay.

Then press Next.

WisePay App

We are pleased to release our app to your organisation.

Organisation Code:

example code: 1234567890

You will need to enter the following organisation code each time you wish to register a new student account.

Use the links below to download the app

Android app on Google Play

Help and User Guides

WisePay

Register a new account

Organisation code
CH_28943

Email
l.reed@icloud.com

Password
****

Next

Forgotten Log In details?

3. Enter the first and last name of the student's account that you use to sign into WisePay and press **Register.**
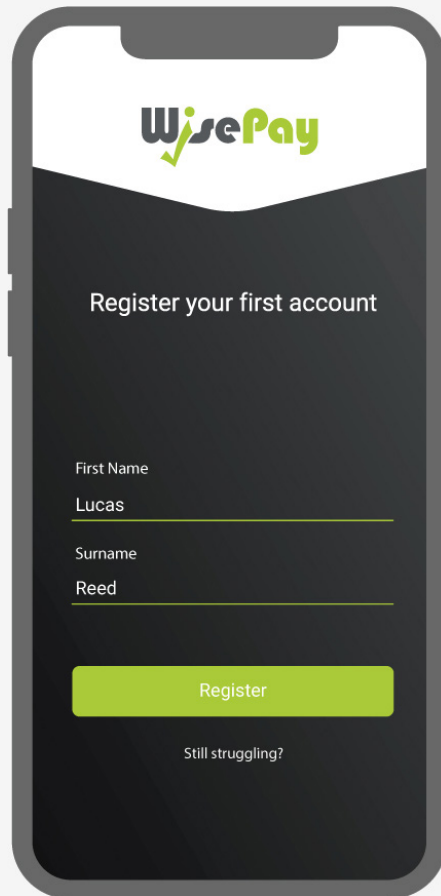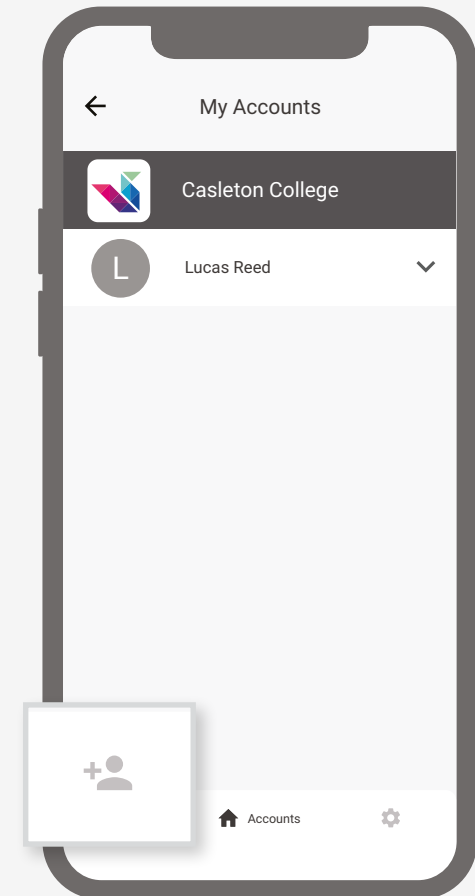
4. Once you have registered your first account, your school or college name will appear on your 'Accounts' home page.

Press the Organisation Name to see your registered student.
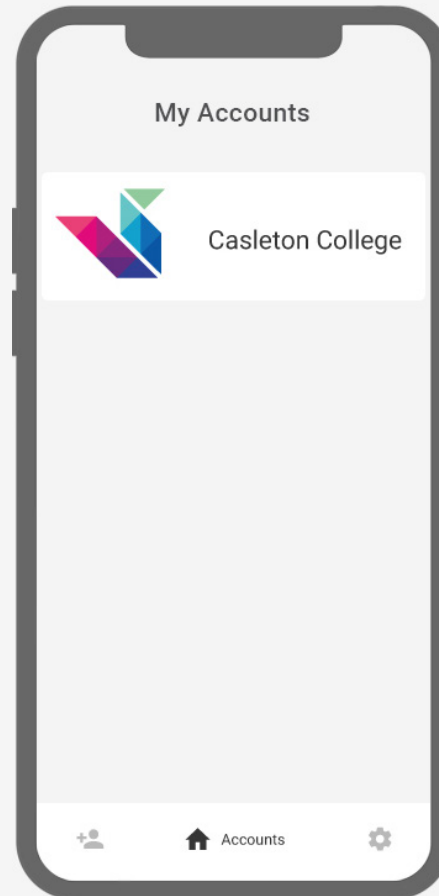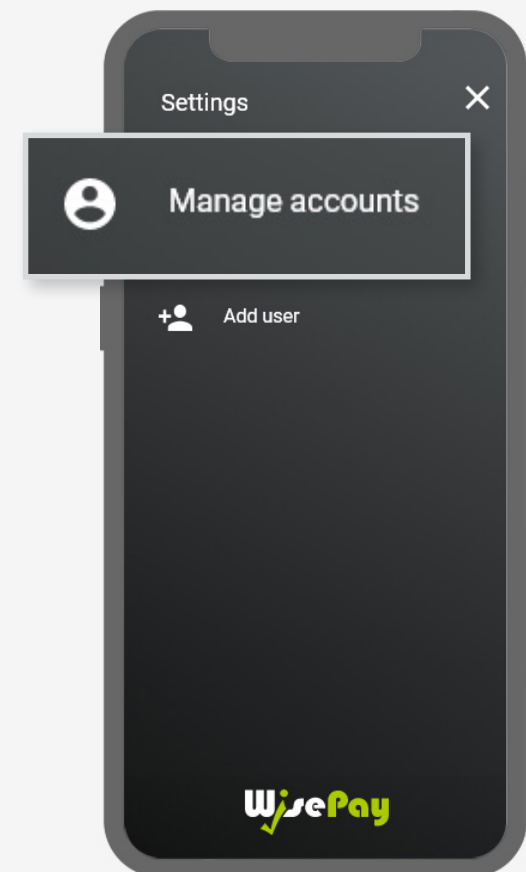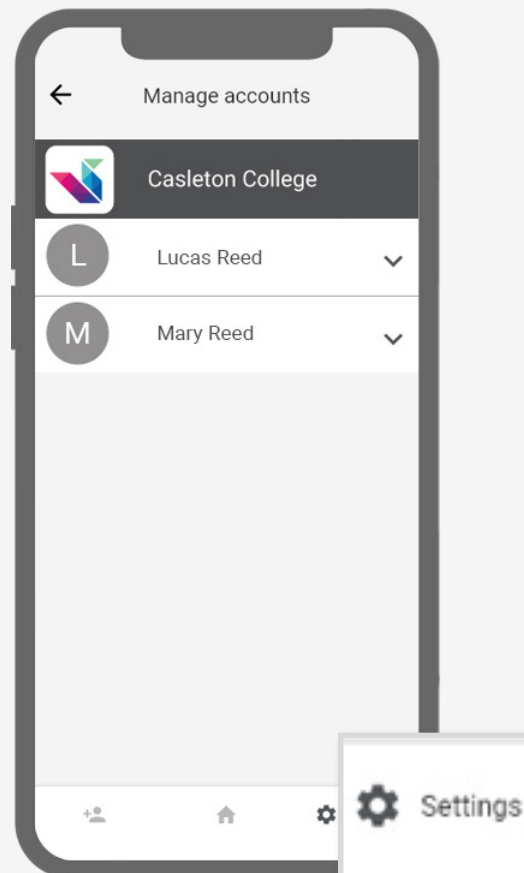
5. Your registered student's name will appear.

To add additional students press the Add Account icon at the bottom of your screen.

WisePay

Register your first account

First Name
Lucas

Surname
Reed

Register

Still struggling?

My Accounts

Casleton College

Accounts

My Accounts

Casleton College

L   Lucas Reed

Accounts

Settings

From the Setting screen you can add or delete a new organisation or student account.

1. To delete a student account, press the Settings icon at the bottom of your screen.
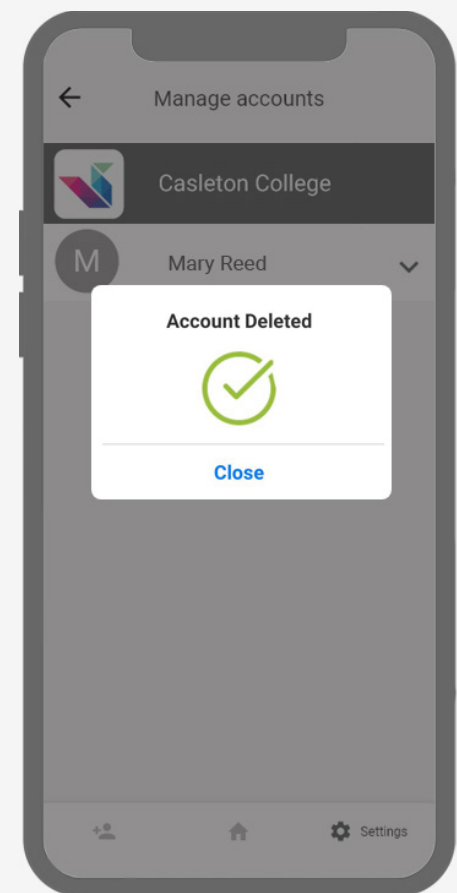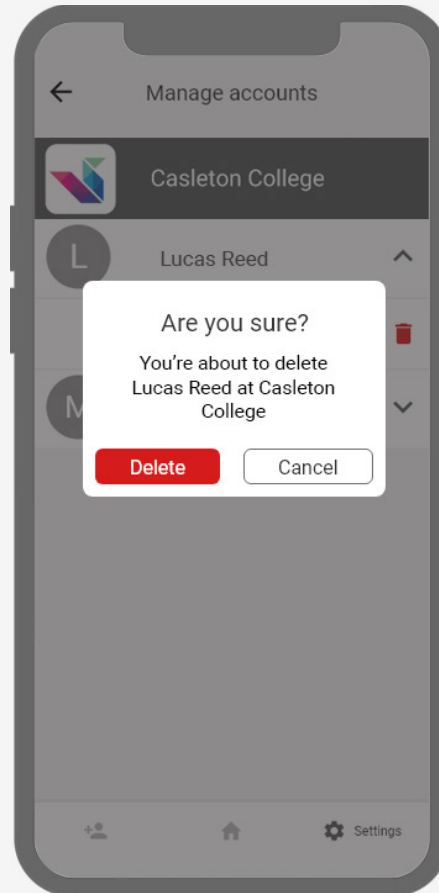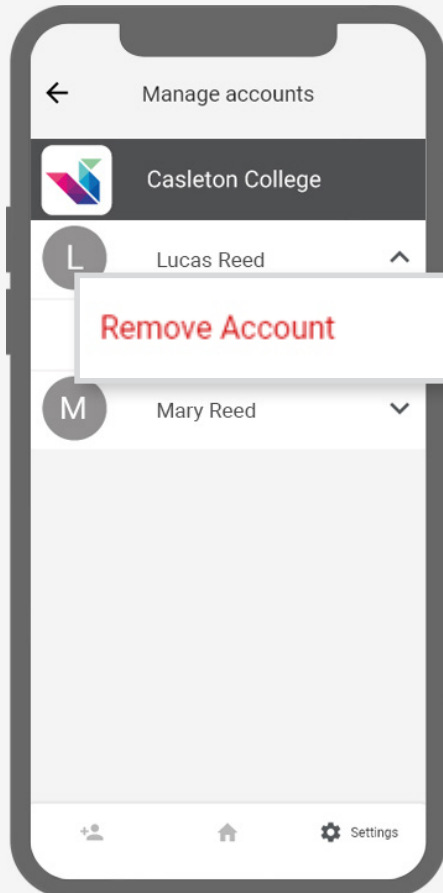
2. On the settings screen press Manage Accounts.

3. Under your organisation's name, select the student account you want to delete.

Press Remove Account.

4. Press Delete to confirm removal of the account.

5. The account has been removed.

← Manage accounts

Casleton College

L Lucas Reed ∧

Remove Account 🗑

M Mary Reed ∨

👤+ 🏠 ⚙ Settings

← Manage accounts

Casleton College

L Lucas Reed ∧

Are you sure?

You're about to delete Lucas Reed at Casleton College

Delete Cancel

👤+ 🏠 ⚙ Settings

← Manage accounts

Casleton College

M Mary Reed ∨

Account Deleted
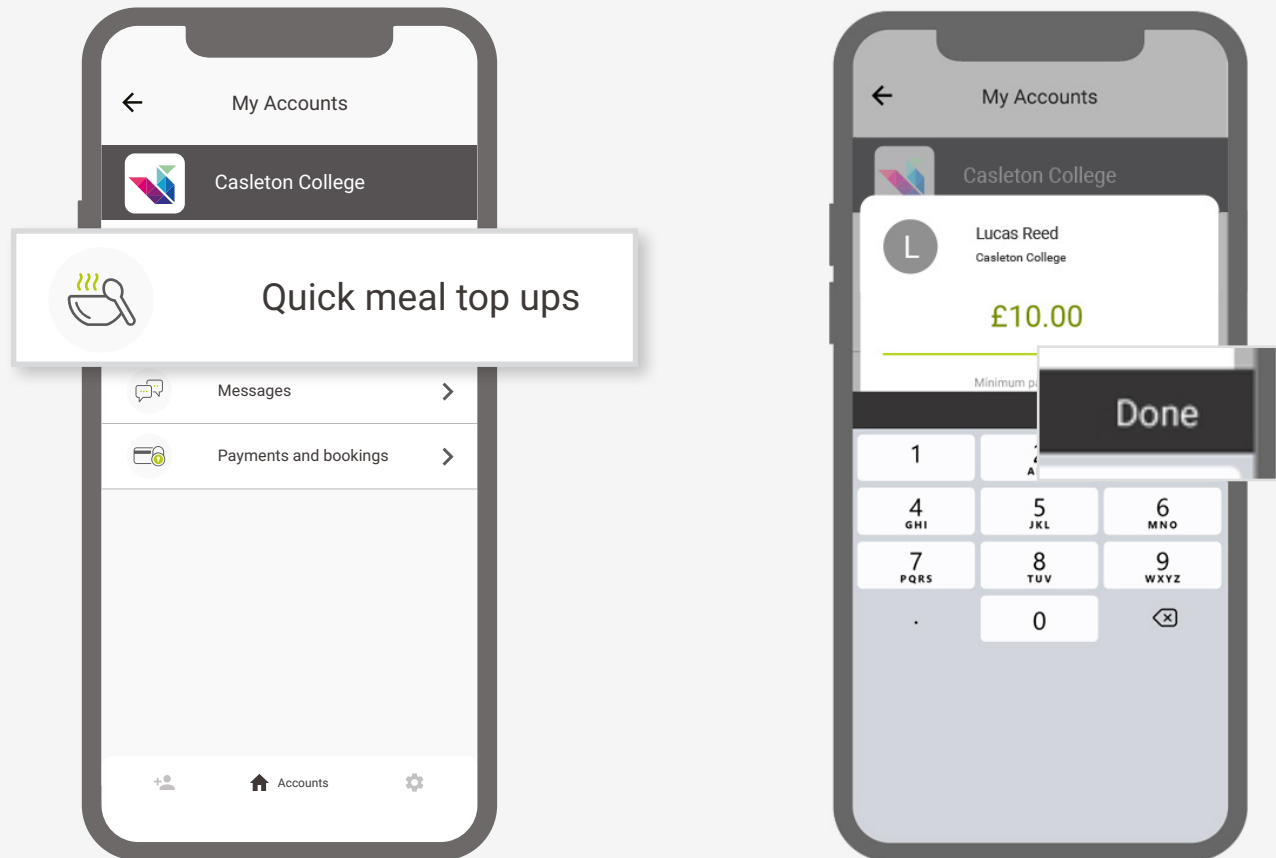
✓

Close

👤+ 🏠 ⚙ Settings

Quick meal top ups

1. To make a quick meal top up, select the student you want to make a top up for and press Quick Meal Top Ups from the drop-down menu.

**2.** Enter an amount you want to top up.

Press **Done**.

Easy, quick meal top ups on the go!

My Accounts

Casleton College

Quick meal top ups

Messages

Payments and bookings

Accounts

My Accounts

Casleton College

Lucas Reed
Casleton College

£10.00

Minimum p

Done

1
4 GHI   5 JKL   6 MNO
7 PQRS   8 TUV   9 WXYZ
.   0   ⌫

Quick meal top ups

3. By pressing **Process Payment**, you are confirming the amount, and adding this item to your shopping basket.

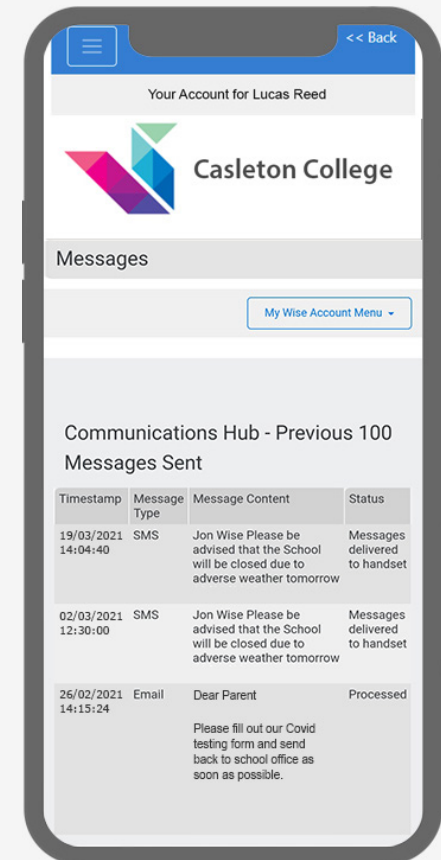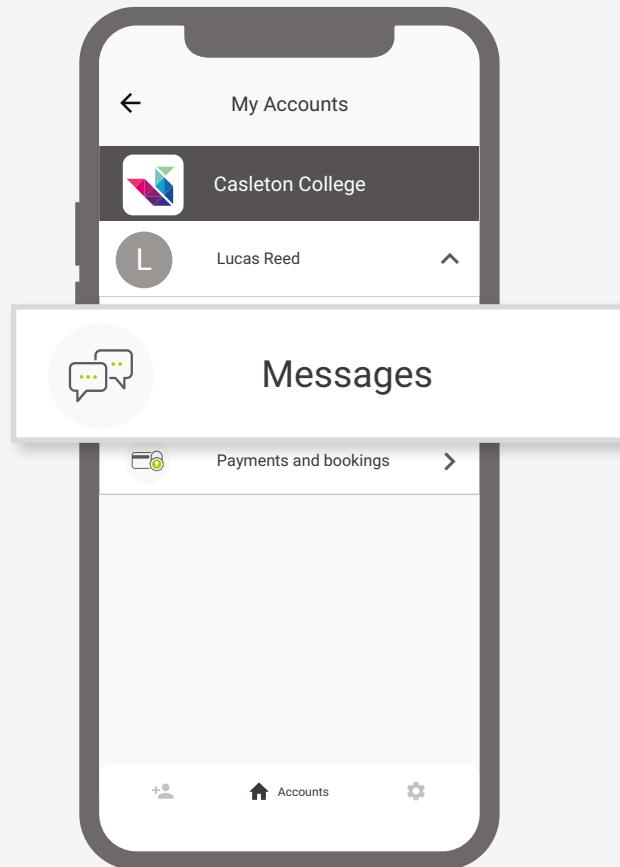**4.** You can continue to add items to your basket or checkout in the usual way!
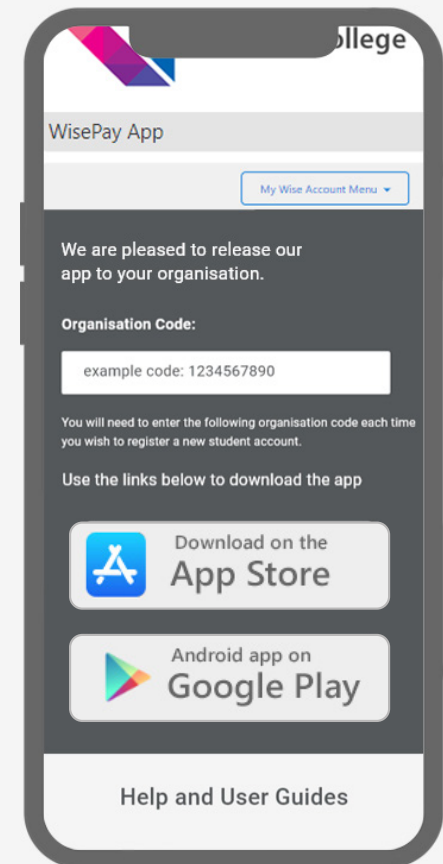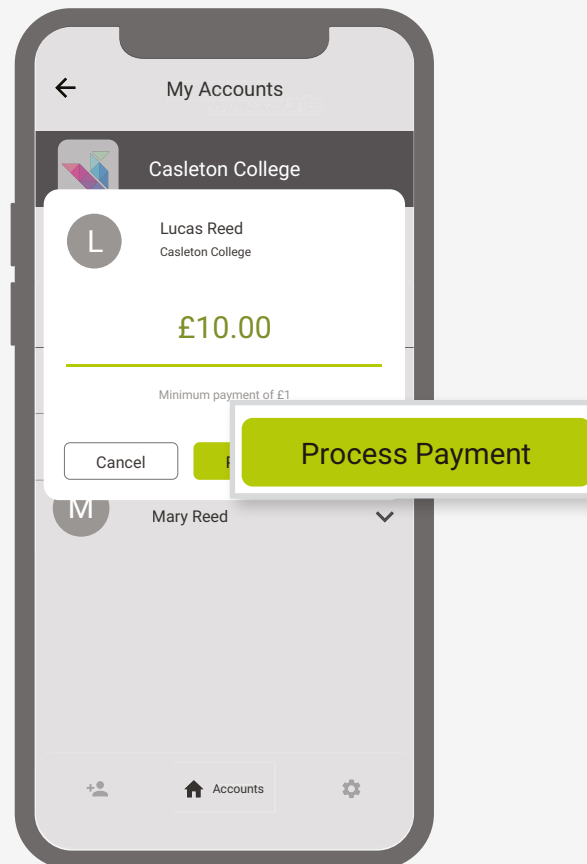
Easy, quick meal top ups on the go!

Messages

1. To view your latest messages, select the student you want to view messages for and press Messages from the drop-down menu.

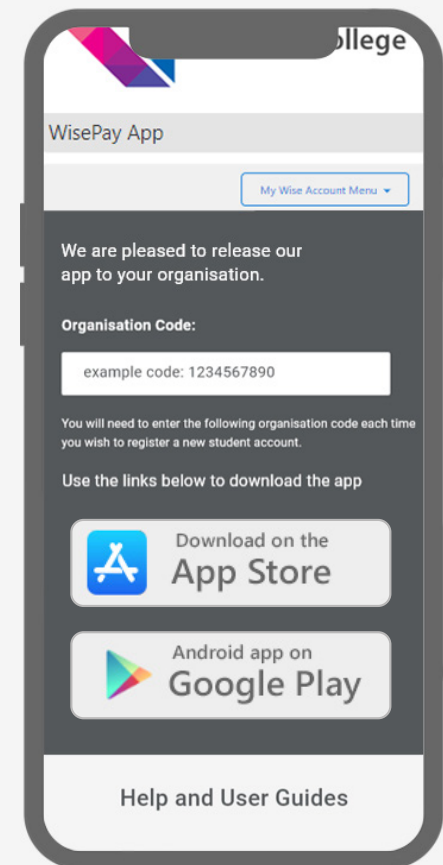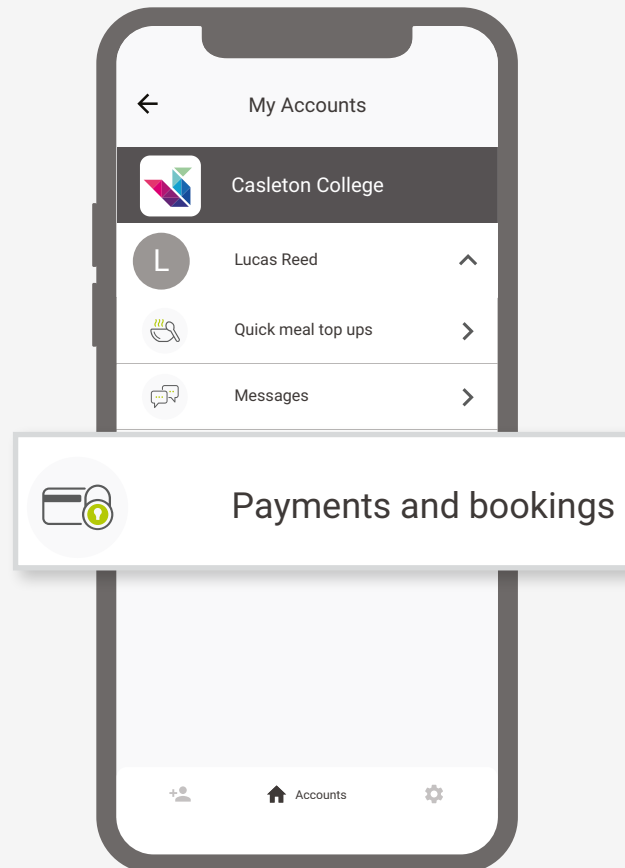2. Your most recent messages will be displayed back to you.

View latest messages from your school or college on the go!

Payments and bookings

1. To make a payment or booking select your chosen student then press Payments and Bookings from the drop-down menu.

2. You will be given a choice of payments and bookings from your organisation home page.

Non-saved credit/debit cards

When making a payment through WisePay you can choose not to save your credit/debit card details for future transactions.

Your card details are never stored by WisePay.

1. When you checkout your details may already be pre-filled, depending on whether your organisation has entered your information.

2. This option will be visible if you are making a payment for the first time, or have chosen not to store any card details previously.

The 'Saved Cards' option does NOT need to be clicked to proceed with a payment.

Checkout

Account Details

First Name
Jane

Last Name
Lucas

Email
j.lucas@gmail.com

Billing Address

Address 1
25 First Avenue

Address 2
Address line 2

City
West London

Postcode
W12 89J

Address 2
Address line 2

City
West London

Postcode
W12 89J

Payment Options

Saved Cards

You do not have any stored cards for this bank account.

☐ I would like to store the card that I will use for this transaction

Terms and Conditions

I agree to the Terms and Conditions and confirm that my order details are correct.

I understand that by proceeding, my details such as name, address, email address and telephone number will be passed to the payment gateway provider, SagePay. I understand that this information is used for the purpose of completing my transaction.

● Yes   ○ No

Saved credit/ debit cards

When making future payments, the last four digits of your saved card and expiry date will be displayed on the checkout screen.

Your card details are never stored by WisePay.

1. When you reach the checkout your details may already be pre-filled, depending on whether your organisation has entered your information.

2. Saved card details will only be visible if you have previously chosen to store your payment card details.

You can either continue to make a payment with the selected card highlighted or choose a new card.

Order confirmation

Please make a note of your reference number for any future correspondence.

Once your payment has been successfully made, a confirmation screen with a reference number will be displayed back to you.

A confirmation email will be sent to you with details of your order and information from your organisation, regarding collection of your items and what you should do next.
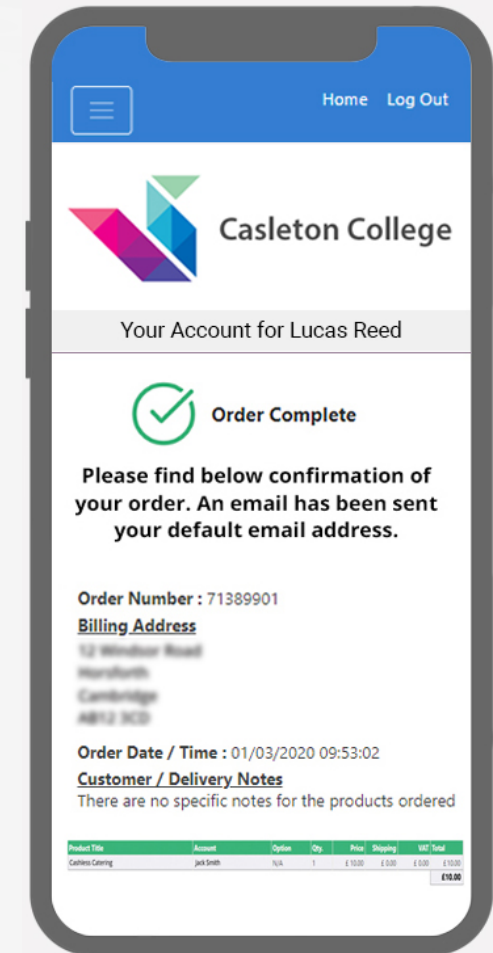
If you have any further questions
or need help please visit
www.wisepay-software.com/parent-support

Alternatively, you can contact your
organisation's WisePay administrator.

They will contact WisePay on your behalf
if they are unable to help.